



General Management System

The County of San Diego’s General Management System

The County of San Diego’s mission is to provide the best possible services to residents. To achieve this, the County uses a comprehensive guide called the General Management System (GMS), to set sound goals and apply strong management principles.

Mobile Remote Workforce (MRW) and the GMS

The County of San Diego implemented a pilot program to increase efficiencies for its nurses who visit patients at home. The Mobile Remote Workforce is a prime example of GMS in action, in a number of ways. Innovations in technology, systems, and personnel tactics resulted in real improvements in services.

GMS Component	What it is	How MRW used it
Strategic Planning	Long-range (5 year) planning.	Following a Countywide directive, in-depth planning occurred at a departmental level to determine an area for improvement.
Operational Planning	Short-term (2 year) planning.	Analysis of specific financial and systematic details of existing processes led to an outlined approach for improvement.
Monitoring and Control	Evaluation to ensure that goals are tracked, plans followed, and risks identified.	The pilot group and control group were evaluated by an independent consultant.
Functional Threading	Maximizes efficient use of personnel and material resources by coordinating staff and their functions.	The MRW pilot program involved various departments, and it has potential application for even more.
Motivation, Rewards, and Recognition	Encourages continuing progress.	In addition to making jobs easier and saving hundreds of hours, managers took advantage of several opportunities to applaud hard work.

For more information about San Diego County’s GMS, visit www.sdcounty.ca.gov, select “Departments & Services A – Z,” then “Chief Administrative Officer,” then “General Management System.”